

# CONSUMER ALERT

Wisconsin Department of Agriculture, Trade & Consumer Protection [datcp.wisconsin.gov](http://datcp.wisconsin.gov)



## Shipping Email Scams Deliver Headaches

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MADISON – Be on the lookout for fake shipping emails that appear to be from a “shipping manager” for a delivery company such as USPS or UPS or from major retailers such as Best Buy, Walmart or Costco.

The emails claim that the recipient has a shipment that is waiting to be delivered, but note that there is a problem with the delivery. The recipient is asked to complete a form on a linked page to get the situation rectified. The scam email also threatens that if the recipient does not respond within a week or so, they will refund the money for the item minus a significant fee.

In actuality, there is no product waiting for delivery, and the alarming language in the email is intended to make recipients act quickly without considering consequences. By clicking on any of the links in the email, a recipient risks downloading malware or handing over personal information to the scammers.

If you receive a similar email, delete it and do not click any of the links contained within. If you know that you do, in fact, have a shipment on route that may incur a delay, contact the shipper directly to inquire.

For additional information or to file a complaint, visit the Consumer Protection Bureau at [datcp.wi.gov](http://datcp.wi.gov), send an e-mail to [datcp hotline@wisconsin.gov](mailto:datcp hotline@wisconsin.gov) or call the Consumer Information Hotline.

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